



TRAINING CENTER  
**STUDENT HANDBOOK**

RAS TRAINING CENTER

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## **Riggs Ambulance Service (RAS) Training Center**

RAS is a for-profit California corporation. The RAS Training Center is owned by RAS and operated by employees of Riggs Ambulance Service, Inc.

### **I. DISCLAIMER**

Information in this handbook describes the Merced County EMSA Emergency Medical Technician Program operated by the RAS Training Center under contract with MCEMSA at the time of publication. However, changes may be made in policies, the calendar, or curriculum or costs. Such changes will be announced prior to their effective date.

### **II. RAS TRAINING FACULTY**

#### **RAS Education and Training Center**

100 Riggs Avenue  
Merced, CA 95341  
(209) 725-7000  
[www.riggsambulance.com](http://www.riggsambulance.com)

*Greg Petersen, NREMT-P*

#### **Emergency Medical Technician Program Coordinator**

Office Hours: Wed-Sat 9am-5pm  
Office Phone: (209) 725-7010  
E-Mail: [gregp@riggsambulance.com](mailto:gregp@riggsambulance.com)

*Bill Crampton, R.N., B.S., M.A.*

#### **Clinical Services Manager**

Office Hours: Monday-Friday 8am-5pm  
Office Phone: (209) 386-1632  
E-Mail: [billc@riggsambulance.com](mailto:billc@riggsambulance.com)

*Don Vonarx, NREMT-P, B.S.*

#### **General Manager**

Office Hours: Monday-Friday 8am-5pm  
Office Phone: (209) 725-7031  
E-Mail: [don@riggsambulance.com](mailto:don@riggsambulance.com)

*Rianna Xavier*

#### **Scheduling Coordinator**

Office Hours: Monday – every other Friday 8am-5pm  
Office Phone: (209) 725-7033  
E-Mail: [riannax@riggsambulance.com](mailto:riannax@riggsambulance.com)

*Chuck Baucom*

#### **EMS Administrator, Merced County EMS Agency**

Office Hours: Monday-Friday 8am-6pm  
Office Phone: (209) 381-1255  
E-Mail: [cbaucom@co.merced.ca.us](mailto:cbaucom@co.merced.ca.us)

### **III. RAS TRAINING CENTER HOURS:**

Monday - Friday, 8am - 5pm

Alternate courses are scheduled on weekends as needed.

Course start and completion dates vary. Registration and start dates for classes are available upon request or by visiting [www.riggsambulance.com](http://www.riggsambulance.com).

### **IV. OBSERVED HOLIDAYS\*:**

Martin Luther King Day

President's Day

Memorial Day

Labor Day

Thanksgiving & Day after Thanksgiving

Christmas Day

New Year's Day

(\*Actual class schedule may not give time off for traditional holidays)

### **V. RAS TRAINING FACILITY**

The RAS Training Center is located at 100 Riggs Avenue, Merced, California. It features a large 35-seat lecture hall with state-of-the-art Audio/Visual equipment.

### **VI. LICENSURE/ACCREDITATION**

The RAS Training Center is approved by and contracted with the Merced County EMS Agency to provide Emergency Medical Technician-Basic courses.

The RAS Training Center is an approved Training Site by the American Heart Association for Basic Cardiac Life Support, First Aid, and Advanced Cardiac Life Support training.

The RAS Training Center is an approved Training Center by the International Trauma Life Support committee and Cal-ACEP ITLS.

The RAS Training Center staff is approved by the American Academy of Pediatrics to conduct Pediatric Education for Pre-hospital Professionals-Advanced and Basic courses.

The RAS Training Center staff is approved to conduct Advanced Medical Life Support courses.

**VII. EQUAL OPPORTUNITY**

The RAS Training Center is an Equal Opportunity institution. RAS is committed to assuring that all courses are readily accessible to all eligible persons without regard to their race, color, religion, sex, age, national origin, marital status, sexual orientation, or other protected class.

**VIII. NON DISCRIMINATION STATEMENT**

RAS does not discriminate on the basis of sex, sexual orientation, race, religion, handicaps, and/or national origin in the programs and activities it operates.

**IX. AMERICANS WITH DISABILITIES ACT**

Qualified students with physical or documented learning disabilities have the right to accommodations to ensure equal access to educational opportunities at RAS.

**X. REFUND POLICY**

The RAS refund policy is as follows:

1. If the RAS Training Center substantially fails to furnish the instruction or services agreed upon in the enrollment agreement, the student shall receive a 100% refund of moneys paid by the student.
2. If a student cancels his enrollment before the start of the training program, the institution shall refund to the student all the money he has paid, minus 10 percent of the tuition agreed upon in the enrollment agreement or \$100, whichever is less. Students whose tuition is being paid for through the Department of Veterans Affairs will be refunded all the money he has paid minus \$10. Tuition refunds may take 15 days from request.
3. There are no refunds for textbooks, workbooks, or uniforms
4. That if a student withdraws or is expelled by the institution after the start of the training program and before the completion of more than 60 percent of the program, the institution shall refund to the student a pro rata amount of the tuition agreed upon in the enrollment agreement, minus 10 percent of the tuition agreed upon in the enrollment agreement or \$100, whichever is less. If the student's tuition is being paid for through the Department of Veterans Affairs and the student withdraws or is expelled by the institution after the start of the training program and before the completion of more than 60 percent of the didactic portion of the training program, the institution shall refund a pro rata amount of the tuition agreed upon in the enrollment agreement, minus \$10 of the tuition agreed upon in the enrollment agreement.
5. If any student withdraws or is expelled by the institution after completion of more than 60 percent of the didactic portion of the training program, the institution is not required to refund the student any money and may charge the student the entire cost of the tuition agreed upon in the enrollment agreement. If the student's tuition is being paid for through the Department of Veterans Affairs and the student withdraws or is expelled by the institution at anytime during program, the institution shall refund a pro rata amount of the tuition agreed upon in the enrollment agreement, minus \$10 of the tuition agreed upon in the enrollment agreement.
6. If a refund is owed, the institution shall pay the refund to the person or entity who paid the tuition within 15 calendar days after the:
  - a. Date of cancellation by a student of his enrollment;
  - b. Date of termination by the institution of the enrollment of a student;
  - c. Last day of an authorized leave of absence if a student fails to return after the period of authorized absence; or
  - d. Last day of attendance of a student, whichever is applicable.
7. Books, educational supplies or equipment for individual use are not included in the policy for refund, and a separate refund must be paid by the institution to the student if those items were not used by the student. Disputes must be resolved by the Administrator for refunds required on a case-by-case basis.
8. For the purposes of this section:
  - a. The period of a student's attendance must be measured from the first day of instruction as set forth in the enrollment agreement through the student's last day of actual attendance, regardless of absences.
  - b. The period of time for a training program is the period set forth in the enrollment agreement.
  - c. Tuition must be calculated using the tuition and fees set forth in the enrollment agreement and does not include books, educational supplies or equipment that is listed separately from the tuition and fees.

## **XI. COURSE COMPLETION**

1. Course completion certificates will be awarded to students who
  - a. Achieve at least a 75% overall course grade
  - b. You must maintain 75% over all on computer based home tests
  - c. You must maintain 75% over all on in-class tests
  - d. You must pass Midterm and Final with 75% or greater
  - e. You will be graded pass fail on skills testing

## **XI. GENERAL RULES OF CONDUCT**

Students enrolled in the RAS EMT Course are taking a first step into the field of becoming a medical professional. This field requires the utmost in professionalism, compassion and ethics. Students will adhere to the highest standards of professionalism, conduct and medical ethics at all times during their participation in class and during field observation. An important part of the student evaluation will be student-patient relationships. Below are expectations of appearance and behavior for the EMT student, including but not limited to:

1. Classroom conduct:
  - a. Student shall refrain from distracting behavior in the classroom
  - b. Cell phones must be turned off during class
  - c. No iPODS or similar devices
  - d. Absolutely no tobacco products to be used in classroom, labs or ambulances
  - e. Come to class well rested and ready to learn, if you are sleepy, please stand up in the back
  - f. Academic dishonesty will not be tolerated
2. Personal/Classroom Interactions:
  - a. To maintain a high standard of professionalism, students will constantly and consistently demonstrate a positive, supportive and motivated attitude to those they come in contact with (patients, peers, other healthcare providers, instructors/preceptors, etc.).
  - b. Conflicts between the student and others will be handled in a mature manner. If the conflict involves another student or preceptor, the student may seek intervention from the Program Coordinator.
  - c. Derisive, slanderous statements are grounds for immediate disciplinary action up to and including suspension.
  - d. To maximize the student's learning experience, it is absolutely imperative that all students take an active role in classroom participation.
  - e. Any behavior deemed disruptive, hostile, threatening, or offensive by the Program Coordinator, instructor, preceptor or fellow student will be investigated immediately. If the allegations are found to have merit, disciplinary procedures will be implemented as detailed in the Disciplinary Guidelines section of this handbook.
3. Zero Tolerance on Alcohol and Drug use
  - a. The Student understands and is advised that this training program maintains a zero tolerance policy toward illegal drug and alcohol use on or around any premises or field training sites. Breathe odor or suspected behavior which suggests active alcohol or drug use shall result in the immediate drug screening, at the Student's expense, or dismissal of the student without warning, due process, refund, and/or recourse. Additionally, use of medically-approved marijuana at any time during the duration of the EMT course is prohibited.
4. Appearance/Hygiene:
  - a. Students must present a neat, professional appearance at all times during the EMT program
  - b. Extremes in hairstyle and/or color, cologne, body jewelry, body piercings and/or make-up are not allowed
  - c. Long hair (over the collar) must be tied back
  - d. Facial hair is allowed as long as it does not interfere with an air-tight seal of infection control masks
  - e. Fingernails must be kept clean and at a length that will not interfere with patient care
  - f. General, basic hygiene is imperative to prevent offensive body odors or halitosis

5. Dress Code, Classroom

Student agrees with the following dress code and that they are expected to dress appropriately for participation in classroom and skills exercises. Minimum dress code shall be as follows;

- a. Shirts, Pants, Socks and shoes must be worn
- b. Hair below the collar must be tied back
- c. Facial hair is allowed as long as it does not interfere with an air-tight seal of infection control masks
- d. Shorts must be no shorter than six inches above knee
- e. Students are expected to maintain personal hygiene to include maintenance of hair, skin, body odor and dental hygiene
- f. Clothing must be clean and free of major tears and wrinkles
- g. No logo/graphic design other than EMS or Emergency Services Employer related may be worn
- h. Tattoos must be covered
- i. No ladies low cut or halter tops allowed

6. Dress Code, Field Observation

Student agrees with the following dress code and that they are expected to dress appropriately for participation in the field observation ride along. Minimum dress code shall be as follows;

- a. Dark blue or black long pants and a white or light blue collared shirt (no jeans or t-shirts)
- b. Black, closed-toe shoes. Boots with vibram soles and steel toes are recommended
- c. Visible body piercing, with the exception of one (1) stud earring per ear, will be removed for the duration of the ride along
- d. Clothing must be clean and free of major tears and wrinkles
- e. No emblems other than EMS or EMS or Fire Employer related may be worn
- f. Tattoos must be covered
- g. Hair below the collar must be tied back
- h. Facial hair is allowed as long as it does not interfere with an air-tight seal of infection control masks

Violations of any of the above may result in the student being sent home for corrective measures at the sole and absolute discretion of the program coordinator or preceptor.

7. RAS is not responsible for lost or stolen items on the premises; therefore students should protect themselves by not bringing valuables on the premises.

## XII. ATTENDANCE

1. Tardiness:

- a. Arrival in the classroom, clinical site or field internship site after the posted start of class constitutes a tardy
- b. Chronic tardiness is defined as three or more incidents and is unacceptable reflecting unprofessional conduct that severely disrupts the classroom environment
- c. Chronic tardiness warrants disciplinary action(s). (See Disciplinary Guidelines)

2. Absences:

- a. Maximum Allowable Absences:
- b. A student may miss up to a total of 10 hours of didactic classroom instruction *with documented make up work*.
- c. Special circumstances exceeding the 10 hours will be considered by the Program Coordinator on a case-by-case basis
- d. A student may miss up to 24 hours of clinical time and 48 hours of field internship hours. All clinical and field hours must be made up

3. Excused Absences:

- a. An excused absence is defined as missing all or part of a class after notifying the Program Coordinator and preceptor prior to the beginning of class or internship or prior to leaving the class or internship site. Special circumstances exceeding these hour limitations will be considered by the Program Coordinator on a case-by-case basis.
- b. Students with excused absences may make up missed tests and quizzes at the convenience of the Program Coordinator.
- c. The student is responsible to get the information and assignments he/she missed during their absence (i.e., notes, audiotapes, and handouts).

4. Unexcused Absences:
  - a. An unexcused absence is defined as missing all or part of a class without notifying the Program Coordinator prior to the beginning of the posted class time or prior to leaving class before dismissal by the Program Coordinator or lead instructor.
  - b. An unexcused clinical or field absence is defined as missing all or part of a shift without notifying the Program Coordinator and Preceptor prior to the beginning of the posted shift start time or prior to leaving the shift before the posted end of shift time.
  - c. Students with unexcused absences may not make up missed tests and quizzes. The student will receive a 0 score on missed tests & quizzes.
  - d. The student will be responsible for getting the missed didactic information for future tests and quizzes.
  - e. Unexcused Absences are grounds for disciplinary action up to and including termination from the program.
5. Notification of Absence:
  - a. The student must notify the Program Coordinator and Preceptor of an absence prior to the beginning of class or clinical/field start time.
  - b. In the event the Program Coordinator or Preceptor cannot be reached in person, messages may be left with the Program Coordinator and Preceptor.

### **XIII. DISCIPLINARY GUIDELINES:**

1. Infractions requiring disciplinary measures:
  - a. Disciplinary measures may be instituted for, but not limited to, the following infractions:
    - i. Academic dishonesty
    - ii. Profane or abusive language.
    - iii. Sexual Harassment.
    - iv. Any behavior disruptive to the learning environment or the psychological comfort of other students.
    - v. Chronic tardiness.
    - vi. Intimidation or disrespect for a fellow student, instructor, staff member, patient or member of the public.
    - vii. Willful refusal to follow the reasonable directions of the Medical Program Coordinator, Program Coordinator, a Program Instructor, Clinical Preceptor, or Field Preceptor.
    - viii. Any conduct that endangers the safety and/or well-being of the student, other students, staff members, patients, or members of the public.
    - ix. Any behavior that reflects poorly upon the EMT program, the Program Coordinator, the Medical Program Coordinator, the staff, RAS, or the clinical site.
    - x. Theft, lying, cheating, plagiarism or misrepresentation.
    - xi. Failure to comply with Didactic, Clinical, or Field guidelines.
    - xii. Unprofessional behavior.
    - xiii. Starting or repeating rumor, nuance, or misinformation that is harmful to another.
    - xiv. Use of intoxicants - No person may bring onto campus for ingestion any alcohol, or illegal drugs, or prescribed drugs that may alter the mental state. No person may arrive on campus, clinical site, or for field internship having recently consumed or under the influence of any of the above substances. For the purposes of this rule, "campus" includes any RAS property (including ambulances), or any clinical or field site.

### **XIV. DISCIPLINARY MEASURES/PROCESS:**

1. Depending on the severity of the infraction, disciplinary measures may include:
  - a. verbal reprimand
  - b. written reprimand
  - c. probationary status
  - d. termination from the program
2. In most cases, an escalation of disciplinary measures will be utilized. (i.e., verbal reprimand first, followed by a written reprimand and/or probationary status if undesirable behavior continues.)
3. In the case of severe disciplinary infractions, as deemed by the Program Coordinator, the student may be immediately terminated from the program.
4. Tuition refunds to terminated students will be made in accordance with the refund policy.

### **XV. GRIEVANCE PROCEDURES**

1. Any student who feels troubled by an action of an instructor, fellow student, or clinical preceptor that affects his/her conditions of learning is encouraged to call that action to the attention of the Program Coordinator first. If the issue is not satisfactorily resolved, he/she may then take the problem to the Clinical Services Manager. If resolution of conflict still cannot be reached, the issue will be brought forth to the governing body of the RAS Training Center in the form of a written grievance to be delivered to the General Manager.

2. If an issue directly involves the Clinical Services Manager so that he/she may not make an objective decision, the student may take the problem directly to the General Manager or a representative of the local EMS Agency.
3. As timely resolution of complaints or problems is essential, the student must bring his/her complaint or problem to the attention of the Clinical Services Manager or General Manager within 10 days of the incident(s).
4. The RAS Training Center Governing Body consists of the General Manager, a representative from EMS agency, and the Program Medical Director (if the issue involves medical/patient care).
5. After considering all information pertinent to the issue, the governing body will issue a decision.
6. The decision of the RAS Training Center Governing Body is final.

**XVI. SEXUAL HARASSMENT**

1. Sexual Harassment is considered a serious offense. Unwanted sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature may be considered sexual harassment when:
  - a. Submission to such conduct is made either explicitly or implicitly a term or condition for an individual's academic success.
2. Such conduct has the purpose or effect of unreasonably interfering with an individual's class performance or creating an intimidating, hostile or offensive class environment.
  - a. Students who experience sexual harassment have a responsibility to bring it to the attention of the Program Coordinator or Clinical Services Manager. All complaints of sexual harassment will be investigated. There will be no intimidation or retaliation against anyone claiming to be a victim of sexual harassment when done so in good faith.

**XVII. AIRBORNE and BLOOD BORNE PATHOGEN EXPOSURE**

Emergency medical services represent a large group of individuals who are "reasonably anticipated" to be at risk for contact with blood and other potentially infectious materials while in the clinical setting. This policy is established to: 1) ensure that students who are at risk are educated to prevent or reduce such exposure incidents and 2) address the procedures to follow in the event of a blood borne exposure incident.

EDUCATION

Students will be required to attend orientation session prior to the start of each clinical program. This orientation will include explanations of the OSHA standard for bloodborne Pathogens, epidemiology and symptomatology of bloodborne diseases, modes of transmission of bloodborne diseases, control methods used to control exposure to bloodborne pathogens, the use of personal protective equipment, biohazard labeling, and recommendations for post-exposure follow-up.

PREVENTION

All students who are considered to be "at risk" in a clinical setting ***are strongly encouraged to have hepatitis B vaccination prior to entry into the clinical setting.***

All students ***are strongly encouraged to have medical insurance coverage.***

EXPOSURE

An exposure incident is defined as a specific occupational incident involving eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious materials, including saliva. The most common example is an injury from a contaminated sharp.

All exposures to blood or other potentially infectious materials occurring in the clinical setting need to be reported immediately to the clinical preceptor or Program Coordinator. The employee health service at the agency is also to be notified.

Students are responsible for all costs and follow-up, which result from an exposure incident. ***RAS is NOT responsible for any costs incurred as a result of a Bloodborne or airborne exposure incident.*** Post exposure protocol would include a confidential medical evaluation and follow-up that includes collection and testing of student and source blood, medically indicated prophylaxis, counseling, and evaluation of subsequent reported illness.

## **RAS Training Center Agreement**

(This form must be signed/dated by student and submitted with course registration)

I the undersigned do hereby acknowledge that I have read the general conditions and requirements of the Riggs Ambulance Service EMT Course Handbook and acknowledge by my signature below that I understand and agree to these terms in their entirety as herein described.

\_\_\_\_\_  
PROSPECTIVE STUDENT NAME

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PROSPECTIVE STUDENT SIGNATURE

\_\_\_\_\_  
RAS Representative (WITNESS)